

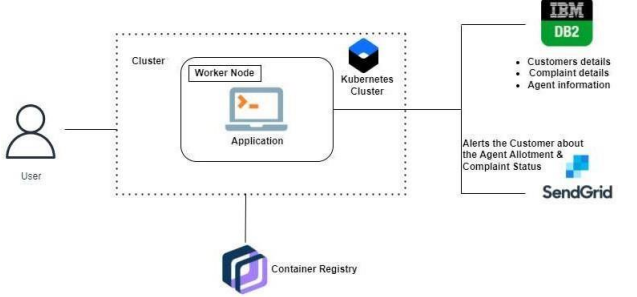
PROJECTDESIGNPHASE01

Proposed-Solution

Batchname	B6-6M2E	
Projectname	customer careregistry	
Teammembers	04	

Projectteamshallfillthefollowinginformationinproposedsolutiontemplate.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Customers present a expectation of instant communication with service departments. They, too, want immediate resolution to their concerns. This is without a doubt the first in a long list of common customer service issues that businesses must address.
2.	Idea/Solution description	Create a process that outlines the workflow of what an agent should do when he or she receives a customer query, with the goal of resolving it as quickly and efficiently as possible.
3.	Novelty/Uniqueness	1. Treat your employees as your first customer 2. Build an emotional connection with customers 3. Get real (time) about feedback 4. Focus furiously on individual customer needs 5. Practice Social Listening 6. Prove that you really, really appreciate your customers
4.	Social Impact/Customer Satisfaction	An organization's main focus must be to satisfy its customers. This applies to industrial firms, retail and wholesale businesses, government bodies, service companies, nonprofit organizations, and every subgroup within an organization.

5.	BusinessModel(RevenueModel)	 <p>The diagram illustrates a cloud-native architecture. A User icon is connected to a dashed box labeled 'Cluster'. Inside this cluster is a 'Worker Node' containing an 'Application' icon. The 'Cluster' is connected to a 'Kubernetes Cluster' icon. Below the 'Cluster' is a 'Container Registry' icon. To the right, a box contains the 'IBM DB2' logo and a list of data points: 'Customers details', 'Complaint details', and 'Agent information'. Below this box is a 'SendGrid' logo and the text 'Alerts the Customer about the Agent Allotment & Complaint Status'.</p>
6.	Scalabilityof theSolution	<p>Select the appropriate technology stack.Lay the groundwork for future expansion.Createastronginfrastructure. Simplify software deployment.Prepareforwhatever mayoccur.</p>